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| Position Title: | Key Worker |
| Reports to: | Team Leader JLH |
| Location: | James Liston Hostel |
| Date Prepared: |  1.9.22 updated 18.7.23 |

***Our Mission:***

*We provide immediate relief and pathways to long-term wellbeing for people in the greatest need, through connection and access to kai, kāinga and hauora*

***Manaakitanga***

*We recognise the value and the mana of every person as equal or greater than our own, through hospitality, generosity, aroha and respect.*

***Atawhai***

*Compassion, care and grace guides our every interaction*

***Rangapū***

*We seek to engage in authentic partnerships characterised by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to te Tiriti o Waitangi through our actions*

***Manatika/Mana Ōrite***

*Committed to equity and seeking dignity for all we will fearlessly advocate with and for people experiencing greatest need*

  **Background**

Auckland City Mission has, for over 100 years, been enabling positive change among, and on behalf of those in greatest need. Through integrated service delivery and effective advocacy, the Mission has adapted to changing needs within the Auckland community, whilst consistently maintaining and building a strong reputation as a reliable and non-partisan voice on behalf those in most need. Auckland City Mission’s present-day work is broadly centred on homelessness, hunger and health.

**Service**

Residential Services is Auckland City Mission’s approach to support individuals who are rough sleeping and/or homeless to provide safe, warm short-term accommodation, with active case management support to obtain and maintain permanent housing. Residential Services establish relationships and pathways that make housing a real option for individuals whom are homeless in Auckland. The two transitional housing services within Auckland City Mission are:

1. Te Whare Hīnātore - a 15 bed, women only, transitional housing service, based on a Kaupapa Māori trauma informed methodology.
2. James Liston Hostel - a 50 bed transitional housing service operating with a Housing First support model and underpinned by Tāiki principles

Our teams provide intensive, coordinated and flexible support to address the full range of a person’s health and social needs on their journey from homelessness to transitional housing to ‘home’. Teams consist of practitioners and support staff who provide advocacy, case management, housing and tenancy support. The team follows a strengths based approach to work alongside people with a focus on recovery and wellbeing. Individuals are welcome to stay in transitional housing for an average of 12 weeks, staying more or less as required; they are offered a further 12 weeks support once a more permanent place to live has been secured.

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|  **Approved by CEO/GM:****Date:** |  |

**POSITION PURPOSE:**

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The purpose of this role is to provide support and case management to clients referred to the James Liston Community in a safe, respectful, empathetic, and client-led manner. The Key Worker is a role that coordinates and carries out case management and case work activities. Key Workers are accountable to their Team Leads and responsible for ensuring that everyone on their caseload has a plan for their journey out of service and into permanent accommodation, that is underpinned by the principles of Tāiki (Manaakitanga, rangatiratanga, whakawhanaungatanga)

**KEY ACCOUNTABILITIES**

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| **Key Result Area** | **Key Accountabilities** |
| Shift Operation | Follow the specified plan of operational activities on allocated shift to ensure productivity, completion of job responsibilities, and delivery of service and care, as per hostel operating guidelines, and in accordance with Mission policies and procedures.Ensure all client incidents are managed professionally with staff and client safety being paramount. Ensure all standard operating procedures are followed and incidents are reported, recorded and followed up as per Mission Incident Management protocols.Manage referral and in-take processes as per hostel standard operating procedures.Supervise access to the building as per hostel standard operating procedures.Represent the JL Team Leads when unavailable ensuring strong communication is maintained as required.Prepare written handover notes and verbally communicate these highlighting incidents, risks, patterns and concerns.Manage client requests as per standard operating procedures. |
|  Case Management**Tenancy Planning and Sustainment** | Responsible for holding the relationship and planning the individualised support plans for a designated Caseload of 10-12 named clientsResponsible for the provision of quality client led case management services to clients on a 12+12 model of continual supportDeliver quality:* assessment in line with procedures and under pinned by Tāiki principles.
* Collaborative support planning alongside the client and recorded in Record base,
* implementing plans; review and evaluate outcomes,
* Working in relationship with the client to continually update plans according to need
* Identifying, managing and mitigating individual risk factors and behaviours with clients
* Supporting whānau connection and/or reconnection

Identify with client potential risks to self/others/property and from others and draw up plans to support the mitigation of risk to be shared with the client and the team as relevantEnsure all case management policies, processes and systems are adhered to including regular Case Review requirements and MDT meetings where appropriate Ensure Residents are familiar with and have signed up to the Residents Charter and remind of obligations where these are breached Walk alongside clients throughout this stage of their life journey to build confidence, life skills and develop problem solving for independent living by mana enhancing practices which may include:* encouragement and coaching in areas of: personal hygiene; nutrition; literacy; education; financial management; employment; leisure activities; computer skills; and cultural or spiritual engagement and engaging with family/whanau.
* discussing the impact of trauma, AOD, limiting conditions such as brain injury or learning disability, physical health factors, chronic diseases etc

Support needs to take a holistic view of all the factors that may have influence on their life, their behaviours and their ability to move on from their current situation – including identifying barriers, and working with them to overcome thoseKWs should ensure that when appropriate they are accompanying whānau to attend appointments, and modelling appropriate behaviours, quelling anxieties and generally physically walking alongsideIndividual plans should be developed with KW and whānau together using the te whare tapa wha framework as a guide, and under pinned by Tāiki as an approachSupport planning to include ‘inspections’ of rooms as a precursor to ‘tenancy sustainment’. Agree on dates/times of ‘inspections’ as part of progressing to independence and support residents to ensure they have the skills, knowledge, and tools to be able to pass to a required standardKW’s will advocate on behalf of clients at external agency meetings to ensure financial, social, psychological and health care needs are being met. Ensure professional case notes are maintained in the relevant sections on Recordbase and all plans recorded and regularly reviewed, risks updated, and incidents loggedConfidentiality must be maintained at all times, with all information, in line with the ACM confidentiality and privacy policy.KWs should ensure that they are working with people where they are at, that they prioritise the whānau voice, and their self-defined wants, needs and aspirations.They ensure that whānau are linked with all available services within the mission on offer to them, which includes full health supports from the Calder Outreach NurseIn conjunction with allocated clients, develop ‘moving on’ plans and provide case management support to facilitate the client’s successful transition into the community in private or social housing including:* Liaison with providers to assist the client to access accommodation of their choice.
* Supporting whānau to attend viewings, and coaching around how to engage successfully with potential landlords
* Support to maximise points on the Social Housing Register
* Practical help with obtaining furniture and whiteware, connecting utilities, attendance at appointments and liaison with landlords.
* Develop and maintain client-led support through regular contact including visits to their homes and appropriate community visits. – this is to be outlined in a 12+ plan (signed off with tenant and uploaded to RB)
* Identify where people may require more than the initial 12 week 12+ support and where this is the case identify and facilitate appropriate onward referrals
* Provide support to help clients manage their own lives and their home to their full potential including benefits, budgeting and neighbour relations.
* With client agreement, liaise with other agencies to facilitate access to criminal justice, health and social services as well as employment and training support.
* Regularly review client-centred support plan to record, monitor and report on client progress.
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| Professional Practice | Ensure competent management of own emotion regulation when dealing with client incidents using methods of de-escalation and role modelling pro-social behaviours.Ensure a comprehensive understanding of trauma informed care and approaches, and that this understanding informs responses to residentsAdhere to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct in all dealings with both co-workers and clients and external agency stakeholders.Proactively participate in internal (fortnightly) and external (monthly) supervision. Ensure that agreed actions are completed and that concerns and issues are raised and dealt with in a professional manner.Ensure all whānau support is coming from a strength and not deficit base and is underpinned by Tāiki principles – and that this is evidenced through information recorded in Recordbase.Acknowledge successful outcomes, and whānau achievements |

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| Health and Safety  | Maintain a safe and healthy work environment by understanding, complying with and role modelling safe behaviours outlined in the James Liston Hostel Health & Safety Plan. Understand and comply with all Mission safety procedures and legal regulations.Familiarise self with site risk assessments and whānau individual risk assessments to ensure that staff take no actions which inadvertently cause harm or trigger whānau reactionsAccurately report, record and follow up on all incidents in a timely manner and in alignment with Mission Incident Management Policy and procedures. Actively participate as part of the JLH team to ensure that plans are implemented to mitigate risks.Ensure all staff are using radios and Solo Protect personal safety devices and security cameras in an appropriate manner and are adhering to safety procedures on your shift.Ensure reflective practice is exercised and you take responsibility for self-care and recognising own emotional responses that require additional support, and discuss with line manager and/or supervisor |
| Being part of the JLH/Mission team | Constructively participate as part of the JL team, committed to achieving the care plans for residents and to maintaining a positive work environment with co-workers.Act in a professional manner always when engaging with co-workers, clients and external stakeholders adhering to the Mission Code of Conduct and Ethics.Ensure that all relevant information is communicated to co-workers and the manager in a timely and professional manner.Attend and proactively participate in all meetings, training, and team activities.From time to time, you may be required to perform other reasonable duties as requested by your manager.Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.Adhere to all James Liston and Auckland City Mission procedures, policies, and guidelines.Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work. |

**KEY RELATIONSHIPS**

Internal Residential Services Manager,Team Leads, Key Workers, Support workers, Night Support Workers, Kitchen Co-ordinators, Security
Mission staff through to senior leaders

External Multiple Government Agencies
Specialist services/Social Workers/Key Workers
Mental Health and Alcohol and Addiction Service providers
Iwi and Pacifica stakeholders
Sector organisations such as Lifewise, Tree House
Neighbours, Body Corporate, Community businesses and Schools
Families/Whanau of clients
Educational organisations

**QUALIFICATIONS & EXPERIENCE**

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| Qualifications | Bachelor’s Degree in social work or related field **or** equivalent work/life/lived experience.Minimum requirement of National Certificate in Mental Health & Addiction Support Level 4 - NS 1678OrEquivalent experience with key work in a residential care/mental health/Addiction facility. A clean drivers licence |

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| Skills, Knowledge & Experience | Understanding of the Tāiki framework both in principle and practiceStrong ability to build rapport, build and maintain relationships and interpersonal skills.* Understanding and experience of working with people with multiple complex needs,
* Experience of needs assessment and whānau led support planning.
* Empathy and understanding of issues of mental health, addiction, poverty and homelessness.
* Understanding of trauma informed and culturally responsive practice – and ability to demonstrate
* Understanding of the impact of colonisation, intergenerational trauma and the relationship to homelessness
* Strong understanding of and adherence to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct.
* Ability to handle sensitive information in a confidential manner.
* Ability to solve problems and be resourceful.
* Planning and organising skills, and punctuality
* Experience in a 24/7 residential care environment.
* Demonstrated ability to work as part of a team.
* Ability to promote a pro-social environment
* Ability to always demonstrate a high degree of consistency in behaviour and act as a clear role model to co-workers and clients.
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